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Previous employment:.....

benefit for current claim Total £ **6639.06**

Total for year.....

Pay	£ **0.00**	Tax Deducted	£ 0.00	Year to 5	**2019**
Taxable	£ **5774.20**	Tax Refunded	£ 0.00	A p r iTax District number	**267**
Pay and Taxable benefit	£ **5774.20**	Net tax Deducted	£ 0.00		

MR S P CORDELL
109 BURNCROFT AV
ENFIELD
MIDDX
EN3 7 JQ

PAYE reference	**ESA500**
Final tax code	**1185L** {X
National Insurance no.	**JH 653811 D**
Date of issue	**27/04/19**

Benefit „ , Office . code	**0 2146**	File Indicat r e	**RA**	Print control	**010578**

Issued by the BA/DSS **P60U**

ENFIELD Connected

ENFIELD Council

Payment reference number: 497630

Council Housing

Mr S Cordell
109 Burncroft Avenue
Enfield Middlesex
EN3 7JQ

100,000 residents have an Enfield Connected account - Sign up for yours at www.enfield.gov.uk

1st April 2019

From 1st April 2019, your weekly rent is £7.43. This breaks down as:

	Dwellina	Garaae*	Total
Rent	84.78		84.78
Caretakinq	3.94		3.94
Ground Maintenance	1.90		1.90
Landlord Communal Service Charge	0.47		0.47
Water Rate,	7.43		7.43
TOTAL	98.52	0.00	98.52
Housinq Benefit	91.09		91.09
YOU PAY	**7.43**	**0.00**	**7.43**

* If you rent more than one garage, the total charges for all the garages you rent will be shown here, including the Non Council Tenant Premium (NCTP) charge if you are not a Council Tenant.

If you receive Universal Credit, your monthly rent can be worked out by using the total weekly charge shown in this letter times 53 and divided by 12.

Your rent is payable weekly. If you have arranged to pay fortnightly or monthly, your payments must be made in advance, in line with the terms and conditions of your tenancy agreement.

What you need to do:

- **The easiest and quickest way to pay your rent is by Direct Debit. You can set this up by filling out the Direct Debit form attached and returning this. 66,000 people in Enfield pay the Council by Direct Debit - it's secure, easy and quick!**
- If you pay your rent by a Standing Order, you need to change your Standing Order to make sure it covers the amount you need to pay. If you would like to switch to paying by Direct Debit please complete the attached form
- If you have an existing Direct Debit set up, this will be adjusted automatically. You do not need to change this, and you do not need to contact us
- For credit or debit card payments please go to www.enfield.gov.uk or call 020 8379 1000 (Option 1) for the automated payments line

Use & Occupation

If you are still living at this address on the 1st April 2019 and if either:

- You are not our tenant on that date; or
- We have ended your security of tenure because we have served you with a notice to quit

Then you must pay a weekly charge for your continued use and occupation of the property.

ENFIELD
Connected

Mr S Cordell
109 Burncroft Avenue
Enfield
Middlesex
EN37JQ

ENFIELD
Council

lease reply to: Income Team
Council Housing London Borough
of Enfield PO Box 63 Civic Centre
Enfield EN1 3XW
Email: rent.council.housing@enfield.gov.uk
Telephone: 020 8379 1000 option 4 Date: 24
September 2019

Dear Mr S Cordell

Account Number: 497630

On 24 September 2019 you owed rent of £207.28.

Please ignore this letter if you have settled the above balance within the last 5 working days

The weekly rent for your home is £7.43. Please either clear the arrears in full, or contact the Income Team on 020 8379 1000 - Option 4, to arrange payment by instalments. If you
wish to pay your rent by Direct Debit please complete the enclosed mandate and return it to the address on the form, together with the enclosed arrangement form outlining your proposal to clear the money owed.

For credit or debit card payments, please visit our website at www.enfield.gov.uk/payments or call 0208 379 1000 for the automated payment line.

If you do not pay your rent on time, you may lose your home.

If you would like advice about this or any other debt, I can refer you to our Welfare Benefits Adviser. You can also ask for advice from the Citizens Advice Bureau.

Yours sincerely

Income Officer Council
Housing London Borough of
Enfield

YOUR DETAILS*	
Title: Mr / Mrs / Miss / Ms / Dr *delete as applicable* Surname Forename	
Address	
Postcode	
Email	
Contact telephone number	

For Personal Injury claims only

Date of birth: / /	
National insurance number:	
Any other relevant comments that you wish to make	

DECLARATION* _____

In line with Part 6 of the Local Audit and Accountability Act 2014 , the Council participates in the National Fraud Initiative. The information you provide will be held on computerised systems and/or papers files, and used for cross-system and cross authority comparison for the prevention and detection of fraud.

In addition, we will pass your records to our Insurers who will also pass the information to the Claims & Underwriting Exchange Register; the Motor Insurance Anti-Fraud & Theft register; and other similar agencies and bodies. We may also share your information with our claims handlers, legal representatives, contractors or outside bodies who may be involved with the investigation of your claim.

I declare that the details I have provided in this form are true to the best of my knowledge and belief. I understand that the information I provide may be shared with other bodies and agencies as permitted by law and also for the purpose of detecting and preventing fraud. I understand that action will be taken against me if I provide information that is untrue.

Signature* **Date* /** **/** _____

ENFIELD Connected

ENFIELD Council

Mr S Cordell
109 Burncroft Avenue
Enfield
Middlesex
EN37JQ

Please reply to: Income Team Council Housing
London Borough of Enfield
PO Box 63
Civic Centre
Enfield
EN13XW
Email: rent.council.housing@enfield.gov.uk
Telephone: 020 8379 1000 option 4

Date: 2 July 2019

Dear Mr S Cordell

Account Number: 497630

On 2 July 2019 you owed rent of £118.12.

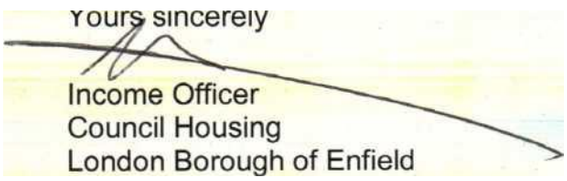
Please ignore this letter if you have settled the above balance within the last 5 working days

The weekly rent for your home is £7.43. Please either clear the arrears in full, or contact the Income Team on 020 8379 1000 - Option 4, to arrange payment by instalments. If you wish to pay your rent by Direct Debit please complete the enclosed mandate and return it to the address on the form, together with the enclosed arrangement form outlining your proposal to clear the money owed.

For credit or debit card payments, please visit our website at www.enfield.gov.uk/pavments or call 0208 379 1000 for the automated payment line.

If you do not pay your rent on time, you may lose your home.

If you would like advice about this or any other debt, I can refer you to our Welfare Benefits Adviser. You can also ask for advice from the Citizens Advice Bureau.



AGREEMENT TO REPAY ARREARS

Name of Tenant(s): Mr S Cordell

Address: 109 Burncroft Avenue
Enfield
Middlesex
EN3 7JQ

Account No: 497630

Weekly Rent Payable: £7.43

Amount of Rent Arrears: £118.12

Garage Rented:

Tenant Working? Yes □ No □

I agree to repay my debt at a rate of £..... .....per week* until mv account is clear.
(Insert amount)

l/we understand that should l/we be unable to maintain this agreement l/we must contact the Income Team and that my home will be at risk.

Tenant(s) Signature : .....

Official use onlv:

Agreement noted on rent account Yes/No Direct Debit:

fortnightlv □ monthlv □
Date Direct Debit set up from:

Instru

Name and full postal address of your bank or building society

To: The Manager, bank/building society Address

Postcode

EN1 3XW

Frequency of payment: ☒ fortnightly
☒ monthly on 1st of each month
☒ monthly on 16th of each month

Official use
Tenant name:

Account number:

This is not part of the instruction to your bank or building society.

This guarantee should be detached and retained by the payer.

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Enfield Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Enfield Council to collect a payment, confirmation of the amount and date be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by Enfield Council or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
  - If you receive a refund you are not entitled to, you must pay it back when Enfield Council asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

BENEFIT NOTIFICATIO N LETTER

ENFIELD *Connected*

ENFIELD *Counci*

IMPORTANT - Enfield residents should register for an online Enfield Connected account Enfield Connected puts many Council services in one place, speeds up your payments and saves you time - to set up your account today go to www.enfield.gov.uk/connected

PROTECT: PRIVATE & CONFIDENTIAL

Mr S Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

Claim Reference: 1623514 NI
Reference: JH653811D
Rent Reference: 497630
Council Tax Account:55508596

12/03/2019 Dear Mr

Cordell **Change to vour benefit Housing Benefit Notification**

I have changed your Housing Benefit from 01/04/2019 because your claim has been recalculated for the new financial year. I have decided that your benefit is now as follows:

£91.09 per week from 01/04/2019 **How You Will Be Paid**
Your benefit will be paid by directly crediting your rent account.

Your benefit payment of £91.79 for 25/03/2019 to 31/03/2019 will be paid by 25/03/2019. £91.09 will then be paid every week.

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

- Write and ask us to reconsider
- Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

Changes in your circumstances

If your circumstances change, you must tell us about them immediately. For example:

- You start working or you earn more or less money

Benefit Assessment Team

ENFIELD Connected

ENFIELD Council

IMPORTANT - Enfield residents should register for an online Enfield Connected account Enfield Connected puts many Council services in one place, speeds up your payments and saves you time - to set up your account today go to www.enfield.gov.uk/connected

PROTECT: PRIVATE & CONFIDENTIAL

Mr S Cordell
109 Burncroft Avenue
Enfield
EN3 7JQ

Claim Reference: 1623514
NI Reference: JH653811D
Rent Reference: 497630
Council Tax Account:55508596

12/03/2019

Dear Mr Cordell

Housing Benefit Notification

I have changed your Housing Benefit from 01/04/2019 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£91.79 per week from 01/04/2019

How You Will Be Paid

Your benefit will be paid by directly crediting your rent account.

Council Tax Support Notification

I have worked out your council tax support from 01/04/2019 to take account of new council tax and benefit levels from April. I have decided that your benefit is now as follows:

£18.21 per week from 01/04/2019 **How You Will Be Paid** £952.00 council tax support has been credited to your council tax account. The total amount of council tax support for 2019/20 is £952.00

You will receive a council tax bill that will tell you how much council tax you will now have to pay. On the back of the bill is a summary of how we have calculated your council tax.

Right of Appeal for Housing Benefit

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** cf the date of this letter.

You can:
- Write and ask us to reconsider

payments schedules if you are paid directly -
And More...

‘available soon

Enfield Council is improving its on-line services to enable you to access more Council services in one place, speed up your payments and save you time. Sign up today for an **Enfield Connected** account atwww.enfield.gov.uk.

If you do not have access to the internet, or would like help to set up an account, our Digital Champions are available at your local library to help you.

Providing Evidence? - Please note we can now accept all supporting documents electronically by email to revs@enfield.gov.uk. If you have a benefit reference number insert it into the subject box in pointed brackets: <xxxxxxx>

Identification such as passports, driving licences etc. must still be provided in person at one of our offices or sent in via the post.

Please note that your information will be processed in line with the Council's privacy notice which is available at www.enfield.gov.uk

Yours sincerely

Benefit Assessment Team

How Your Council Tax Support Has Been Worked Out

Based on your circumstances I have decided to assess your claim using the Protected scheme.

From 01/04/2019, your council tax support is £18.21 each week.

The maximum council tax support you could get

Your council tax liability for the year is £952.00 which for this period is £18.21 each week.

The maximum council tax support you could get is therefore £18.21 each week. This figure is used when working out 'your total weekly council tax support'.

Your Total Weekly Council Tax Support

As you are receiving income related employment and support allowance, you are entitled to the maximum council tax support of £18.21 each week.